



# HEALTH PROFESSION CREDENTIALING IMPROVEMENT

# Introductions

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# Reimagining Profession Credentialing

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PSYCHOLOGY PILOT: PROJECT PATHWAY

# Psychology Challenges

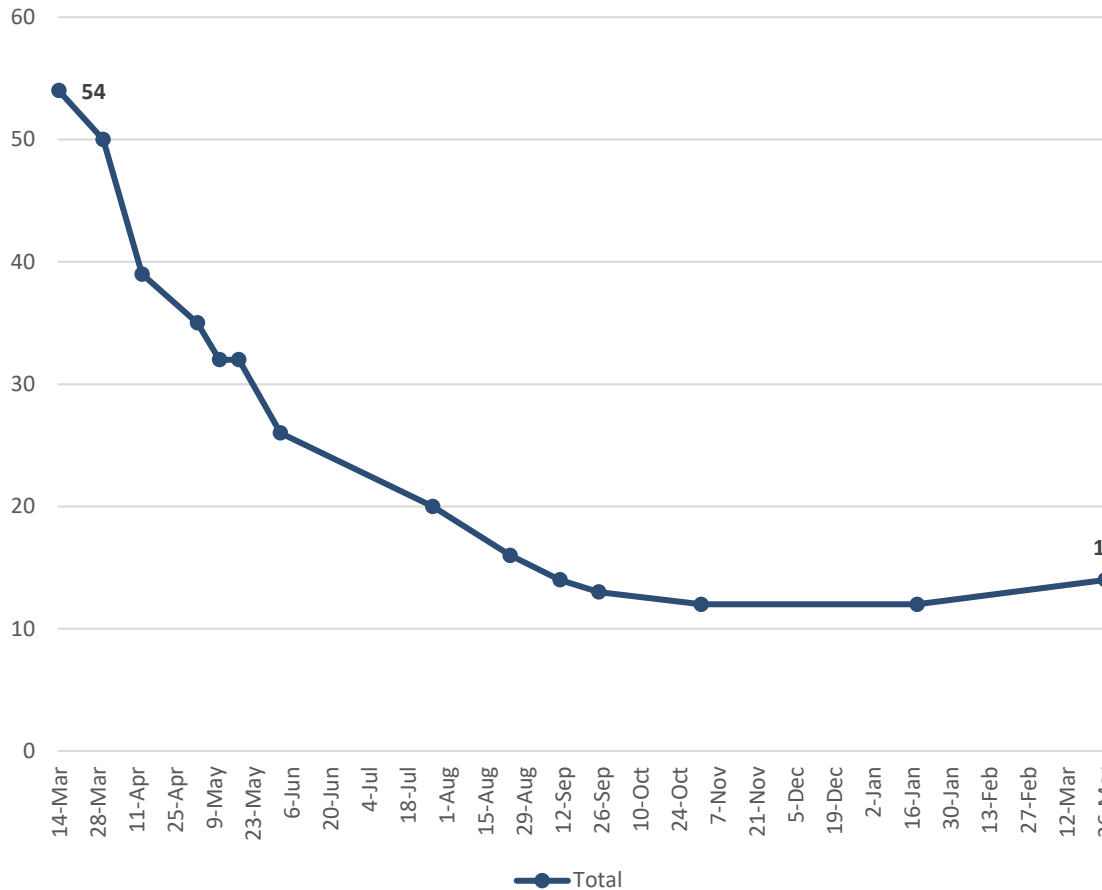
- Credentialing in Psychology is complex, and timelines can be extremely long
- Can require multiple offices and the Examining Board of Psychology (EBOP) engaged simultaneously, starting very early in the process
  - EBOP has independent authority, DOH produces credentials on behalf of the board
- Project Pathway Kickoff – March 9th, 2023
  - Single leader and designated resources
  - Focus on culture, communication, and data
  - Approach:
    - Assign resources and tools to solve immediate issues
    - Create a Playbook for replication across other professions



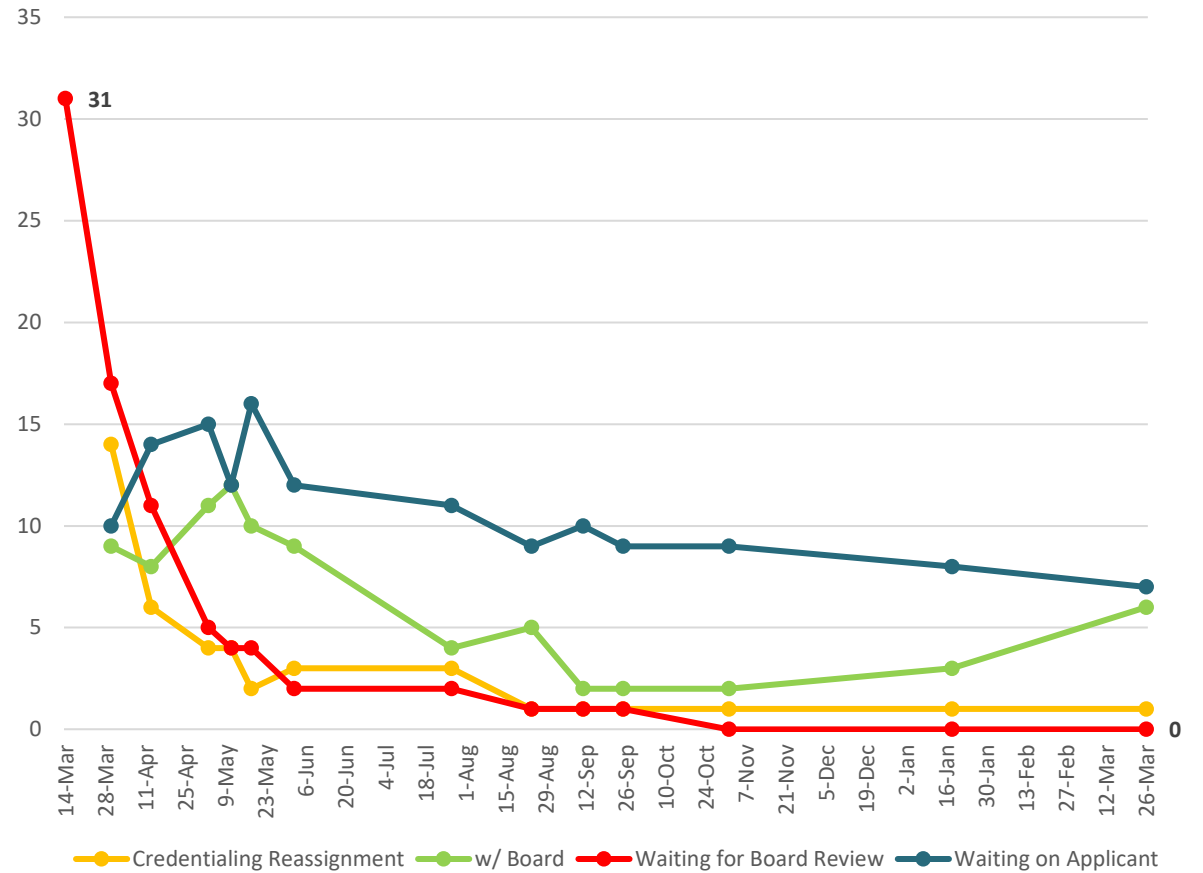
APPROACH

# Nonroutine Progress

Total Nonroutine w Board



Nonroutine Process Status Count



# Average Time to Licensure

Application Date	Credentials Issued		Average # of Days Between Application Date and First Issuance	
	Full Licenses	Temporary Permits	Full Licenses	Temporary Permits
Before 12/9/2022	121	3	625	188
Between 12/9/2022 and 3/9/2023	41	25	160	63
After 3/9/2023	123	140	90	27
*Last update as of 02/28/2024				

# Cultural and Interpersonal Framework

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How do we see our work?

- Construct and reform systems, culture, and language to take ownership of the entire licensing application process
  - From receipt of application to issuance of license
  - Current procedure does not meet the need
    - ◆ Long wait times and pending application lists

How do we change and continuously improve?

- Data-driven management
  - Making the invisible, visible
- Language matters
  - (deficient → incomplete, backlog → pending)
- Maximizing partnerships (Associations, Boards/Commissions, Legislation)
- Evaluate issues and implement improvements previously raised but unable to be addressed



Where are we today?

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PROFESSION CREDENTIALING REORGANIZATION

# Early Accomplishments

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- Behavioral Health Team 1
  - Total Pending Intake Applications from 1153 (3/1) to 619 (4/12). Oldest from 2/5/2024.
  - Total Emails from 1328 (3/1) to under 975 (4/12)
  - Morale and productivity continues to be high, and acceptance of the merger is solid within the Team.
  - The group shares ideas and presents logical solutions that are being evaluated for their ability to implement.
  - Training on Review of Substance Use Disorder Professional and Trainee credentials fully transitioned by 5/1.
  - SWOT Analysis for this credentialing area completed.



Profession Name	All Applications					Intakes				Finals		
	3/28/2024	4/4/2024	4/11/2024	Pending Apps Target (3mo Received)	Trend	4/1/2024	4/4/2024	4/15/2024	Intakes Target (.5mo Received)	4/4/2024	4/15/2024	Finals Target (.5mo Received)
Counselor Agency Affiliated Registration	2096	2018	1983	1240		613	503	418	207	88	133	207
Counselor Agency Affiliated Certification	80	89	102	42		32	29	19	7	12	7	7
Counselor Agency Affiliated License	204	213	217	50		46	46	37	8	45	34	8
Licensed Assistant Behavior Analyst	35	29	28	31		13	9	11	5	1	1	5
Certified Behavior Technician	438	468	480	470		67	81	118	78	12	22	78
Licensed Behavior Analyst	34	34	36	49		2	5	0	8	1	4	8
Counselor Certified Certification	94	92	90	26		8	8	8	4	0	0	4
Counselor Certified Adviser Certification	3	3	3	0		0	0	0	0	0	0	0
Hypnotherapist Registration	4	9	5	26		1	2	0	4	3	0	4
Substance Use Disorder Professional Certification	195	195	183	58		7	10		10		0	10
Substance Use Disorder Professional Trainee Certification	104	99	94	130		3	2		22		0	22
<b>Totals</b>	<b>3287</b>	<b>3249</b>	<b>3221</b>	<b>2122</b>		<b>792</b>	<b>695</b>	<b>611</b>	<b>354</b>	<b>162</b>	<b>201</b>	<b>354</b>

# Next Steps

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- **Data-driven management:**
  - Move initial scorecard for all credentials to weekly cadence (from monthly),
  - Set meaningful targets,
  - Pursue more detailed data as resources allow.
- **Policy Alignment:**
  - Work remains in aligning policies and procedures, while not yet fully understood, we will create consistency across both teams.
- **Technology Evaluation:**
  - Are there any technology needs to enhance daily work experience.
  - Consider compatibility issues with their phone system and addressing call volumes.
- **Staffing and Resource Allocation:**
  - Evaluation of staffing levels and resource allocation.
    - Working with Supervisors on assessment and forecast of workload distribution, staff development needs and retention.
    - Examples: address the cyclical cycle of temporary positions, improve leadership development and succession planning.
- **Constituent Engagement:**
  - Engaging with profession providers, professional associations, and our Boards/Commissions.
  - Clear communication to mitigate any potential concerns and reestablish credibility. Example: update each professions website and provide FAQ's.

# HELMS Lite: Improving the Customer Experience

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- Launches April 24th, 2024
- This is the first of three launches for the HELMS system
- Replaces the existing customer application portal
- Applicants will now have the ability to:
  - Submit applications from their mobile phone or device
  - Update their profile (Locate and edit applications)
    - Significantly reduce paper applications and streamline process
    - Significantly reduce call volume for status updates
  - Delete draft applications
  - Attach required documentation
  - Print payment confirmation and receipt

# Contact

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